DECLARATION

AS A BELOW NAMED INVENTOR, I hereby declare that:

My residence, post office address and citizenship are as stated next to my name.

I believe that I am the original, first and sole (if only one name is listed below), or an original, first and joint inventor (if plural names are listed below), of the subject matter which is claimed and for which a patent is sought on the invention entitled:

TITLE: AUTOMATED SERVICE LEVEL MANAGEMENT IN FINANCIAL TERMS

the specification of which is attach	ed hereto or indicates an	attorney docket no. YOR920010334US1, o	or:
□ was filed in the U.S. Patent & T	rademark Office on	and assigned Serial No	,
\square and (if applicable) was amended			
as amended by any amendment refand to the examination of this appl priority benefits under Title 35, U. or §365(a) of any PCT internationa	erred to above. I acknow lication in accordance wi S. Code §119(a)-(d) or § I application which desig on(s), listed below and ha	the contents of the above-identified specificate reledge the duty to disclose information which is the Title 37, Code of Federal Regulations §1.5 365(b) of any foreign application(s) for patennated at least one country other than the United version identified below any foreign application on which priority is claimed:	is material to patentability 66. I hereby claim foreign it or inventor's certificate, d States, or §119(e) of any
continued and angle and con-	· · · · · · · · · · · · · · · · · · ·	1 7	Priority Claimed:Yes [] No[]
(Application Number)	(Country)	(Day/Month/Year filed)	
70 cm			Yes [] No[]
(Application Number)	(Country)	(Day/Month/Year filed)	
International application designation application is not disclosed in the paragraph of Title 35, U.S. Code §	ng the United States, listed prior United States or \$112, I acknowledge the \$1.56 which became available.	ode §120, of any United States application(s) ed below and, insofar as the subject matter of PCT International applications(s) in the marduty to disclose information material to patentable between the filing date of the prior applications.	Feach of the claims of this mer provided by the first tability as defined in Title
(Application Serial Number)	(Filing Date)	(STATUS: patented, pending, abandon	ned)
(Application Serial Number)	(Filing Date)	(STATUS: patented, pending, abandon	ned)

I hereby appoint the following attorneys: MANNY W. SCHECTER, Reg. No. 31,722; LAUREN C. BRUZZONE, Reg. No. 35,082; CHRISTOPHER A. HUGHES, Reg. No. 26,914; JOHN E. HOEL, Reg. No. 26,279; JOSEPH C. REDMOND, JR., Reg. No. 18,753; STANLEY B. GREEN, Reg. No. 24,351; STEPHEN C. KAUFMAN, Reg. No. 29,551; ROBERT M. TREPP, Reg. No. 25,933; LOUIS P. HERZBERG, Reg. No. 41,500; DANIEL P. MORRIS, Reg. No. 32,053; PAUL J. OTTERSTEDT, Reg. No. 37,411; LOUIS J. PERCELLO, Reg. No. 33,206; DOUGLAS W. CAMERON, Reg. No. 31,596; MARIAN UNDERWEISER, Reg. No. 46,134; RICHARD M. LUDWIN, Reg. No. 33,010; MARC A. EHRLICH, Reg. No. 39,966; ROBERT P. TASSINARI, JR., Reg. No. 36.030; DEREK S. JENNINGS, Reg. No. 41,473; GAIL H. ZARICK, Reg. No. 43,303; and TIMOTHY M. FARRELL, Reg. No. 37,321; each of them of INTERNATIONAL BUSINESS MACHINES CORPORATION, Thomas J. Watson Research Center, P.O. Box 218, Yorktown Heights, New York 10598; to prosecute this application and to transact all business in the U.S. Patent and Trademark Office connected therewith and with any divisional, continuation, continuation-in-part, reissue or re-examination application, with full power of appointment and with full power to substitute an associate attorney or agent, and to receive all patents which may issue thereon, and request that all correspondence be addressed to:

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I HEREBY DECLARE that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under §1001 of Title 18 U.S. Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

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